



CITY OF SAN ANTONIO

Keith A. Toney
CITY COUNCILMAN
DISTRICT 2

CITY COUNCIL AIDE

SUMMARY OF RESPONSIBILITIES

Under general direction from the Council Member, performs a variety of professional duties involved in the coordination of activities for the Council Member with city departments and external organizations. May serve as a liaison between the councilmember and individuals, advocacy groups and other associations to provide information or referrals for City services.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

1. Serves as liaison between Council Member and internal and external individuals and organizations; assists in meeting constituency needs within the parameters of City's policies and procedures.
2. Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
3. Explains policies to community members and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
4. Monitors various issues of concern and keeps Chief of Staff informed regarding citizen complaints and resolution status.
5. Assists Council Member in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
6. Assists in facilitating meetings and events for City Council Member.
7. Attends meetings with City Council, City staff and other individuals and organizations as required. To include some evening and weekend work.
8. Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
9. May conduct surveys, analyze results and prepare summarized reports.
10. May train, supervise and evaluate City Council Assistants, Council Aides and other assigned staff.
11. Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE GUIDELINES

1. Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Business Administration or a related field.
2. Two (2) years of increasingly responsible administrative and clerical experience.
3. Or combination of education and experience.

ADDITIONAL REQUIREMENTS

Preferred: Valid Class "C" Texas Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to learn City services, programs, codes and ordinances.
2. Ability to learn and apply policies and procedures utilized in handling complaints.
3. Skill in utilizing a personal computer.
4. Ability to exercise quick judgment, diplomacy, and follow through.
5. Ability to communicate clearly and effectively, both verbally and in writing.
6. Ability to respond to inquiries, complaints, and requests for services in a fair and tactful manner.
7. Ability to establish and maintain effective working relationships with those contacted in the course of work.
8. Ability to develop clear and concise reports.
9. Ability to perform all the physical requirements of the job.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Physical requirements include occasional lifting/carrying up to 25 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily in an inside environment.

Starting Salary - \$27,000 per year

Please submit resume to christopher.callanen@sanantonio.gov.